

Performance Measures for Emergency Solutions Grant



Reasons for Performance Measures

- Track success of project
- Facilitate data-driven decisions
- Identify areas for improvement
- Used by DCA in application ranking process

The Big Three

- ▣ Income increase
 - ▢ Total income
 - ▢ Earned income
- ▣ Increased access to mainstream benefits
- ▣ Housing stability
 - ▢ Exit to permanent housing destination

Street Outreach

- ▣ Outreach clients placed in shelters
- ▣ Outreach clients placed in permanent destinations
- ▣ Projected served vs. actual served

Supportive Services

- Income increase
- Increased access to mainstream benefits
- Projected served vs. actual served

Emergency Shelter

- Clients with special needs
- Recidivism within 90 days of exit
- Income increase
- Increased access to mainstream benefits
- Housing stability at exit
- Projected served vs. actual served

Transitional Housing

- Clients with special needs
- Recidivism within 90 days of exit
- Income increase
- Increased access to mainstream benefits
- Housing stability at exit
- Projected served vs. actual served

Hotel/Motel Vouchers

- Clients with special needs
- Recidivism within 90 days of exit
- Income increase
- Increased access to mainstream benefits
- Housing stability at exit
- Projected served vs. actual served

Prevention

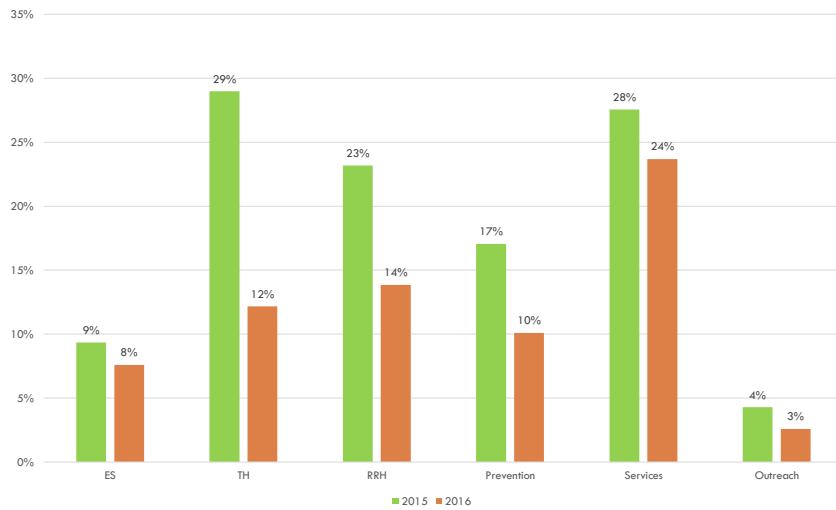
- ▣ Clients with special needs
- ▣ Recidivism within 90 days of exit
- ▣ Income increase
- ▣ Increased access to mainstream benefits
- ▣ Housing stability at exit
- ▣ Projected served vs. actual served

Rapid Re-Housing

- ▣ Clients with special needs
- ▣ Recidivism within 90 days of exit
- ▣ Income increase
- ▣ Increased access to mainstream benefits
- ▣ Housing stability at exit
- ▣ Projected served vs. actual served

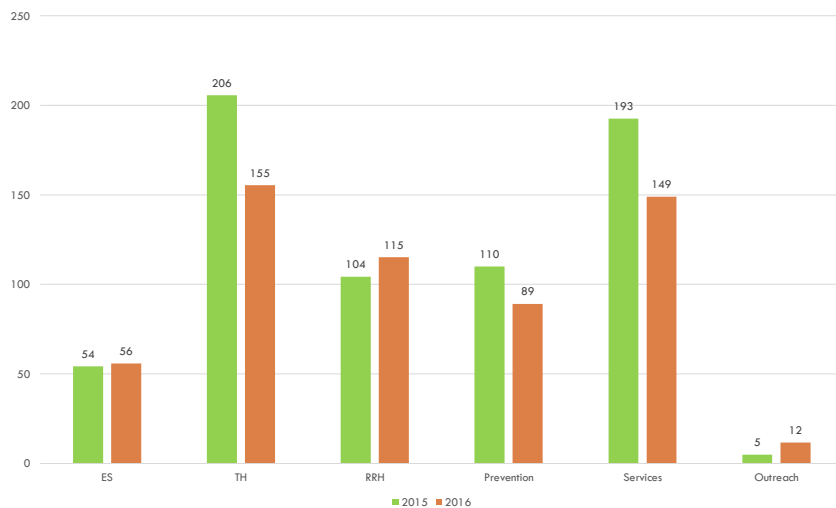
Client Income Increase 2015-2016

Percent of Clients who Increased Income from Entry to Exit for SFY2015 vs SFY2016



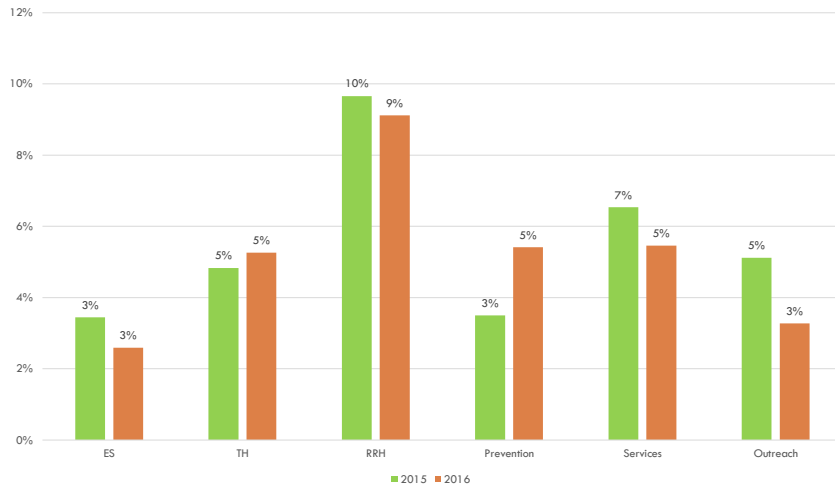
Average Income Change 2015-2016

Average Income Change in Dollars for SFY2015 vs SFY2016



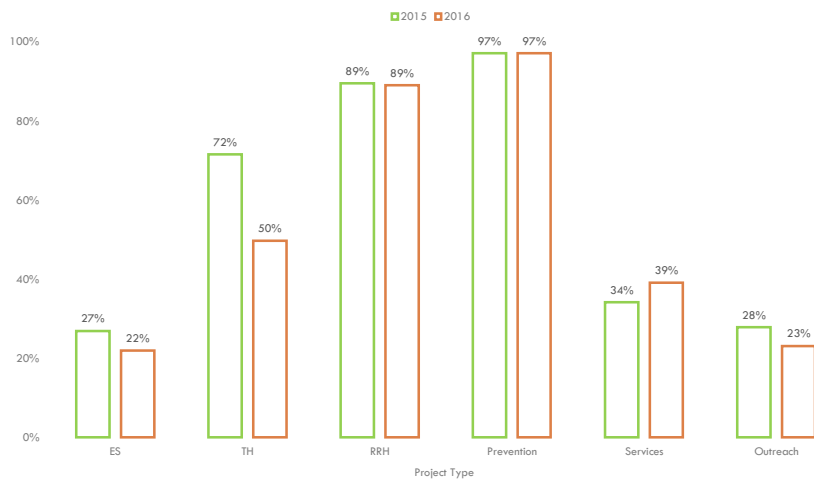
Client Benefits Increase 2015-2016

Percent of Clients who Increased Noncash Benefits from Entry to Exit for SFY2015 vs SFY2016



Housing Stability 2015-2016

Permanent Destination Rates for SFY2015 vs SFY2016 ESG Projects

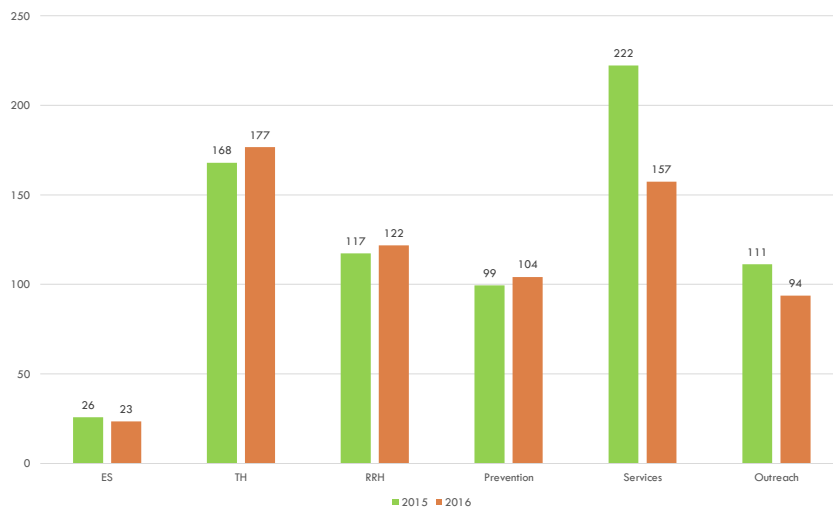


Appropriate Length of Stay

- Emergency Shelter – Up to 30 days
- Rapid Re-Housing/Prevention – 30 days to 1 year
- Transitional Housing – 30 days to 2 years
- Hotel/Motel Voucher – less than 30 days

Average Length of Stay 2015-2016

Average Length of Stay in Days by Project Type SFY2015 vs SFY2016



System Performance Measures

- ▣ HEARTH emphasizes coordinated system for homeless response within each CoC
- ▣ In addition to performance measures for individual programs, communities must measure performance as a coordinated system
- ▣ Performance measurement should include CoC, ESG recipients, and other homeless assistance stakeholders

System Performance Measures

Measure	Desired Outcome
1. Length of time persons remain homeless	Reduction in the average and median lengths of time persons remain homeless
2. The extent to which persons who exit homelessness to permanent housing destinations	Reduction in the percent of persons who return to homelessness
3. Number of homeless persons	Reduction in the number of persons who are homeless
4. Employment growth for homeless persons in CoC program-funded projects	Increase in the percentage of adults who gain or increase income
5. Number of persons who become homeless for the first time	Reduction in the number of persons who become homeless for the first time

System Performance Measures

Measure	Desired Outcome
6. Homelessness prevention and housing placement of persons defined by Category 3 of HUD's Homeless Definition in CoC program-funded projects	Reduction in the percentage of Category 3 people who return to homelessness
7a. Successful placement from Street Outreach	Increase in percentage of people who exit SO to permanent housing, temporary destinations (except street), and some institutional destinations
7b. Successful placement in or retention of permanent housing	Increase in percentage of people who exit to or retain permanent housing

Data Accuracy

- ❑ ALL appropriate data should be entered into HMIS
- ❑ Data accuracy should be checked regularly
- ❑ Inaccurate outliers in the data set can have a drastic impact on HUD reporting
- ❑ Poor data quality affects the entire CoC

Goals

- Broad statement of intended outcomes
- Does not necessarily need to be quantifiable
- Guides the formulation of more specific objectives

Example

“Increase permanent housing placement for the homeless in the Balance of State Continuum of Care.”

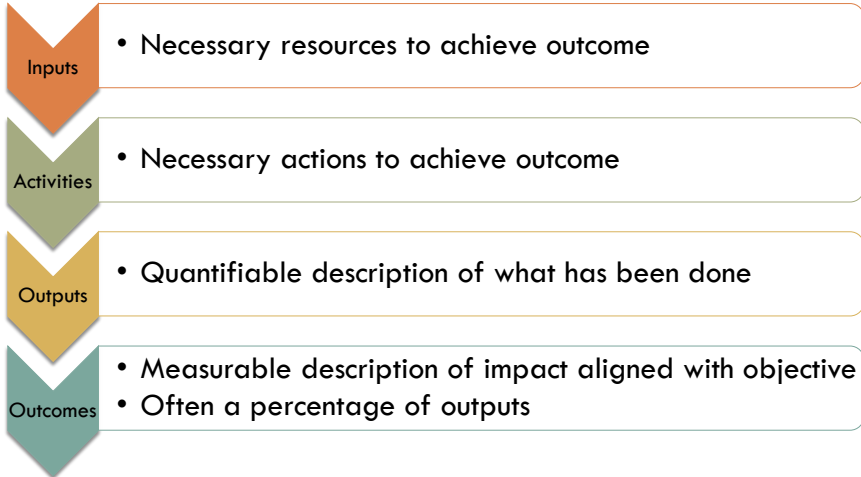
Objectives

- More specific statement of intended outcomes
- Must be focused
- Must be time-specific
- Must be measurable

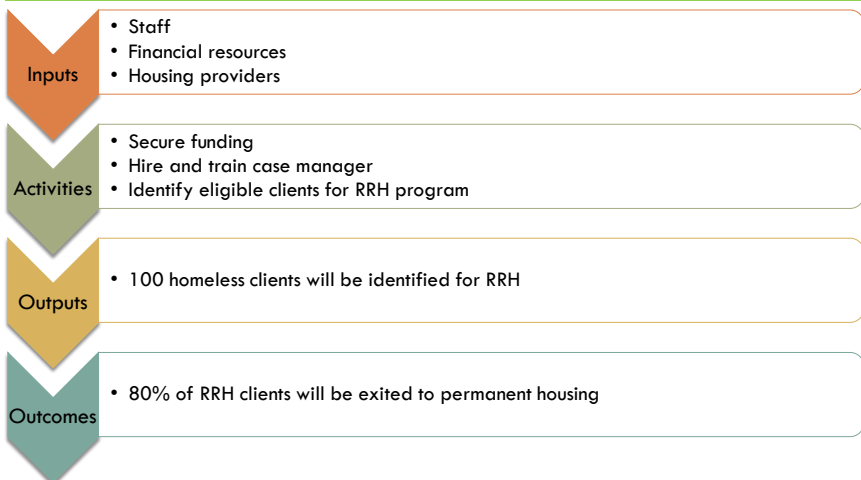
Example

“Exit 80% of Rapid Re-Housing participants to permanent housing between July 1 and June 30.”

Logic Model



Logic Model Example





Questions?

